Pro2col Ltd

Support Terms and Conditions

Pro2col Ltd

Managed File Transfer Specialists

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Introduction

Pro2col Ltd acts as the initial point of contact for customers encountering issues and defects with their software solution; which cannot be resolved internally.

Technical support requests or cases are defined as cases where an existing deployed solution has become defective; and is either unavailable or degraded. Support cases can also include requests for technical information, configuration advice and enhancement requests.

Pro2col Ltd expects that the customer's technical staff have undergone at least basic training on the software that they have purchased and have familiarised themselves with all available product documentation.

Examples whereby we would not consider the case to be within the scope of technical support and are instead chargeable Professional Services engagement, include:

- Installing a new solution.
- Adding any additional purchased modules such as high availability.
- Assistance with upgrading a solution.
- Issues encountered as a result of a product upgrade or update.
- Configuring workflows or writing any automated scripts.
- Configuration changes where there is no current solution defect.
- Solution design.
- Training.
- Root cause analysis, and report generation.
- Report generation

Pro2col is not liable for any indirect, consequential, or financial loss arising from delays, vendor limitations, or customer misconfiguration.

Service levels are *targets* and not legally binding guarantees.

Customer remains responsible for backups, data integrity, and disaster recovery.

Contacting Technical Support

We offer two channels of communication for contacting technical support and raising support cases.

Telephone – Our support team are available directly using our dedicated support line on **0333 123 1240.**

Email – Emailing support@pro2colgroup.com with a new request will open a new ticket in our help desk software automatically. Replying to an existing case will allow you to continue the communication thread with an available support engineer.

We offer two support package options:

Standard Support – Open between 09:00 and 17:30 UK time, Monday to Friday, excluding UK National Holidays.

Premium Support – Additional support services provided for customers. Open between 09:00 and 17:30 UK time, Monday to Friday, excluding UK National Holidays.

Eligibility

All our customers are offered technical support as part of any solution license we provide. Please review you contract with us to ensure you are eligible for support before contacting us.

If you are not a customer of Pro2col; or one of our channel partners and/or do not have an active technical support agreement with us, you will not be eligible for technical support with us.

If your technical support agreement has expired and you wish to reactivate it, please contact sales@pro2colgroup.com

Supported Solutions

Support with Pro2col covers the solutions listed below:

- Progress MOVEit Transfer and/or Automation and all related plugins.
- Progress MOVEit Gateway.
- Fortra GoAnywhere MFT and all related plugins.
- Fortra GoAnywhere Gateway.
- Fortra FileCatalyst and all related plugins
- Fortra FileCatalyst Reverse Proxy
- Globalscape EFT and all related plugins.
- Globalscape EFT DMZ Gateway.
- Coviant Diplomat.
- Files.com.
- CloudMFT hosting, hosted file storage and hosted databases.

Support tickets related to other solutions sold by Pro2col will still be accepted, however we will forward these directly to the relevant vendor partner support team and suspend our SLAs in favour of theirs.

Support Conditions

We will attempt to resolve your ticket within our SLAs. However, there are some boundaries to which we provide support within:

- Tickets are created for individual problems. Additional problems encountered with you solution will be logged as a separate or multiple separate tickets and assigned a priority based on their individual merits.
- If the support call is related to a problem encountered during an upgrade or migration activity performed by the customer, Pro2col will where possible assist the customer to return their system to operational health. It is not the responsibility of the support team to return the customer back to the original state. (Support for an upgrade must be purchased separately as part of a Professional Services package).
- The prioritisation scoring of a support ticket is determined by the Technical Support Analyst based on a methodology described later in this document. Customers can provide evidence which may increase the priority; but the customer is not responsible for determining the priority.

Customer Obligations

In order to resolve your technical support ticket efficiently and quickly, we require the customer to provide the following:

The customer shall:

1. Ensure that servers (Virtual and Physical) are maintained in good running order and have sufficient resources available.
2. Not alter, amend or reconfigure the software in any way which goes against the requirements or best practices of the software vendor.
3. Provide all reasonable assistance to Pro2col, free of charges or fees.
4. Provide access to the software environment through remote or local access as required by Pro2col during fault diagnosis and rectification.

a. Customer must provide secure remote access in line with Pro2col's security requirements.
b. Delays due to customer access restrictions pause SLAs.
c. Pro2col may refuse unsupported access methods.

5. Assist the Pro2col technician in the fault diagnosis process by:
    a. Clearly informing the technician of the product name, modules, version number, operating system and where possible the product serial number.
    b. Providing all logs, screenshots etc. as requested by the technician.
    c. Answering all questions that the technician may have.
    Where it does not negatively impact a production environment:
    d. Restarting services or systems where required.
    e. Making configuration changes as requested.
6. If requested by Pro2col, the customer shall sign a statement to acknowledge resolution of the fault.
7. Pro2col support will not attend invites for calls or conferencing sessions without clear information about the nature of the problem - or supplementary information such as those listed above - being answered beforehand.

Out of Scope

The following items are not in scope for the technical support service which Pro2col provides:

- Any infrastructure owned or managed by You or a 3rd party
- Any external database as setup and managed by You or a 3rd party
- Any shared file system as setup and managed by You or a 3rd party
- Any Active Directory or LDAP as setup and managed by You or a 3rd party
- Unsupported product versions ("end of life", out-of-vendor-support software)
- Products that do not have a current support agreement in place with Pro2col

Prioritisation and Ranking

Regardless of the priority, all incidents will be reviewed by technical support within one hour of receipt – within working hours. Technical Support will attempt incident resolution and if necessary, escalate issues to the software vendor.

Tickets are ranked based on a combination of their impact and urgency using a priority score of one to five – with one being the highest impact and urgency and five being the least. Technical

Support Analysts will assess the ticket based on its initial description and assign a priority score based on the following definition and matrix.

Impact

Impact is defined as the extent of the organisation impacted by the incident

- HIGH – Service is unavailable for all users
- MEDIUM – Service is degraded for all users, or unavailable for many
- LOW – Service is degraded for all users or unavailable for one

"Service is unavailable" is determined by the complete MFT platform, or a module of the MFT platform being unavailable.

"Service is degraded" is determined by a set of workflows, projects, or resources being unavailable.

Urgency

Urgency is defined as how the business is affected by the incident.

- HIGH – A core business process is impacted causing financial loss
- MEDIUM – A useful business process is impacted, but workarounds are available
- LOW – Functionality required for a business process cannot be configured or is missing

Prioritisation Matrix

An assessment of the ticket against the above definitions can then – in combination with the matrix below be used to determine a priority score.

	IMPACT			
URGENCY		**HIGH**	**MEDIUM**	**LOW**
	HIGH	1	2	3
	MEDIUM	2	3	4
	LOW	3	4	5

Service Level Agreements

Based on the assigned priority using the above matric and definitions, we as a business and team commit to the following SLAs.

Priority	Description
1	Handle immediately after prioritisation. 1 hour response time. If no resolution possible within one hour, escalate to vendor (may also escalate immediately)
2	Handle immediately after prioritisation. 1 hour response time. If no resolution possible within four hours, escalate to vendor
3	1 hour response time. If no resolution possible within one day, escalate to vendor
4	1 hour response time. If no resolution possible within three days, escalate to vendor
5	1 hour response time. If no resolution possible within one week, escalate to vendor

Service Level Objectives

Our service level objectives are wide levels of service which we aim to provide for all our customers – irrespective of solution type – whom have an active technical support contract.

Objectives
Pro2col shall achieve an in-house support ticket resolution rate of 85% or higher for products listed in the “Supported Solutions” section. In which vendor support at a third-line is not required and the ticket is resolved using Pro2col resources only.
Resolved cases are closed and a survey sent out to gather feedback your experience with our technical support team. Our objective is to receive >95% positive feedback (rated good or excellent) over a financial year.

All new technical support cases will be responded to within one hour of creation – inside of the timeframes defined by standard and premium support.

Extended / Out-of-Hours Support

Pro2col do not supply out of hours support. If purchased, the vendor of the software will provide support directly for P1 cases out of hours.

Escalation and Complaints

If at any time you do not feel as though your case is being handled with the care and expertise that you expect, you can ask for it to be escalated. That escalation will take two paths.

Firstly, it will be escalated to the second-line vendor support team, who will continue to investigate and resolve your case. It will also be escalated to the Head of Technical at Pro2col to determine why we were unable to assist you as expected, at which point the Head of Technical may reassign the case to an alternative Technical Support Analyst or Technical Consultant. The Head of Technical may also escalate the case to management within Vendor companies.

Data Protection

Many of our vendors are based outside of the UK and the European Union; and as a result, escalation to second-line vendor support teams means passing your contact information and details about your case to another part of the world.

By seeking technical support by way of raising a case and not objecting to escalation to second line, this transfer of information is deemed to be consented to.

Root Cause Analysis

During and at the point of a support ticket being closed, our Technical Support Analysts will provide short updates and conclusions which describe the steps taken and how the ticket was resolved. For customers who require a thorough breakdown – otherwise known as a root cause analysis (RCA) – we would expect a purchase of Professional Services time to produce this. As each ticket and its cause and resolution differs, we cannot provide a general estimation of time

or cost, and each RCA would be costed separately. Please contact your Sales Account Manager or speak with one of our Technical Support Analysts if you wish to get more information on the costs for such an activity.